

HRMS Professional User Security Emergency Request Process

One of the following criteria must be met in order for the Security Emergency Request Process to be used.

Professional user:

1. Locked out and it is Payroll Day 1, 2 or 3.
2. Not able to complete an action due to security issue that is needed during payroll Day 1, 2 or 3.
3. Immediate need for professional access to HRMS or role addition for payroll Day 1, 2 or 3 activities.
4. Access to HRMS needs to be removed prior to separation action.

Employee or Agency:

1. Contacts WaTech Support Center via high importance e-mail and include HRMS Security, watechdlhrmssecurity@watech.wa.gov, as a CC on the request.

Note: Do not submit to an individual member of the team.

- a. Subject line of the e-mail must include one of the following:
 - (Day1, Day 2, Day3) Security Emergency Request
 - Time Sensitive HRMS Access Change
2. Provides the following information:
 - a. HRMS User ID
 - b. The criteria (1, 2, 3 or 4) that qualifies this request as an emergency
 - c. For criteria #2 – not able to complete an action, please specify:
 - What you were doing or trying to access when the problem occurred
 - Error message received or screen prints to help resolve issue
3. If request is to add (criteria #3) or remove (criteria #4) HRMS professional access or role, the agency HRMS Security Requestor must submit an approved HRMS Professional Access Request form.

WaTech HRMS Security Team or Support Center:

4. Completes request and notifies professional user and/or agency Security Requestor

WaTech Support Center:

5. Creates a ticket for HRMS Security.

Note: HRMS Security will handle the request based on the CC e-mail and will update the ticket after it is created.

Revision History:

Date	Changed by	Description of Change & Reason
09/14/2010	HRMS Security	Finalized documentation. Uploaded to the Focus Team webpage
09/20/2010	Julia C. Washburn	Added revision history table.
06/22/2012	Julia C. Washburn	Replaced all instances of DOP to DES.
09/10/2015	Vivian Nelson	Replaced DES with WaTech; changed Service Desk to Solutions Center
12/05/2016	Kammy Haddon	Updated to Support Center and minor wording updates